

## Emergency (EME) Ordering Helpful Tips & Key Points

To facilitate a smooth **Emergency (EME) Order** process, Purchasing is providing the attached **EME Policy and Procedures** document (published 5/23/22), along with some helpful tips and key points for placing these types of orders.

An **EME** is defined as an urgent and unexpected requirement where **patient care, public safety, or the conservation of public resources** is at risk.

Emergency orders typically require **next day delivery**, or involve a situation where patient care is directly impacted.

When placing EME orders, please keep the following key points in mind.

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### Helpful Tips & Key Points:

- The requisition buyer code must be entered as "**EME**" for emergency orders.
- EME orders are **not intended** for routine supply needs. Orders that do not meet the emergency definition outlined above **should not** be submitted as EMEs.
- Only submit EME requisitions for items that are urgently needed for **next-day delivery**. All other requests should be submitted as standard requisitions directed to the appropriate buyer.
- **To avoid delays**, include clear and detailed notes in the comment section of the requisition for the buyer to follow. In addition, all relevant documentation—such as a quote and a clear emergency justification—will be requested by the EME buyer for the day (please have all paperwork ready upon request). This information will be retained for our procurement records and shared with the vendor (quote).
- If your department has a **Vendor Agreement (VA)** in Lawson and next-day delivery is needed, do not recode the requisition as EME. To preserve contracted pricing and ensure electronic transmission to the vendor, the order must remain linked to the VA.

- Requisitions with Lawson #'s tied to a VA and submitted with an EME code will be canceled by the EME buyer. The department will be notified to resubmit the requisition correctly to ensure the order is transmitted electronically to the vendor and that contracted pricing is preserved.
- When a requisition is submitted against an existing VA, the Lawson system will automatically transmit the PO electronically.
  - The requester (end user) must review **SB44** to obtain the newly created PO number generated from the submitted requisition.
- Once the PO number is retrieved, it is essential to promptly notify the vendor of the order's urgency. The requester can choose one of the following methods:
  - Enter the PO number into **GHX** to confirm that the vendor has received the order, then follow up with the vendor to communicate its urgency.
  - OR**
  - Contact the vendor directly using the PO number from **SB44** and inform them that the order is urgent.
- **Do not copy** a previous requisition that was not processed as an EME. This can cause the new order to default to a standard buyer instead of routing to the EME queue, resulting in processing delays.
- Once an EME requisition is submitted, the EME buyer may need to follow up with the requester or their designated backup (input their contact information in the requisition notes) to confirm order details and ensure accuracy. Please be available for any time-sensitive communication.
- **Note:** Purchasing will place emergency orders without delay; however, next-day delivery cannot be guaranteed. Next-day delivery is requested for 10:30 a.m., unless requested otherwise in the requisition comments.
- **Please be aware:** Urgent orders may incur expedited freight charges.